



REFUNDS AND RETURNS POLICY – EUROPE

United Kingdom

The Vida Divina LLC/Limited (“Vida Divina[®]”) Refunds and Returns Policy applies to Retail Website Customers and Affiliates in certain instances (henceforth “Customers”). These terms apply to the Vida Divina[®] products, apparel, merchandise and printed business materials purchased directly from Vida Divina. These terms do not apply for products purchased directly through an Independent Affiliate.

Vida Divina[®] consumer goods come with guarantees that cannot be excluded by relevant European Laws and Regulations. Purchasers are entitled to a replacement or refund for a major failure. Purchasers are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Vida Divina is not responsible for products lost or damaged by customs or any shipping providers.

1. Vida Divina[®] products produce different results for different people and Vida Divina[®] does not guarantee specific results nor a money back guarantee. Customers should follow the directions with each product received.
2. The Customer/Affiliate is responsible for all return shipping costs.
3. To receive a refund, all items must be returned within thirty (30) days of the ship date, dependent on local laws, in an un-opened and/or “new” condition. A traceable method of return must be used. Vida Divina[®] is not liable for the shipping costs for return items or any return shipments that may be lost in the return shipping process.
4. Affiliates may only return product for product credit unless they are cancelling their Affiliate Account or have received damaged product in which case they are entitled to a cash/credit refund.
5. In the case of Affiliate resignation or termination, the Affiliate is able to return product that was purchased up to one (1) year prior to the date of resignation or termination for a refund if the product is un-opened, not expired and/or “new” condition. Return Shipping Costs are not refundable.
6. To receive a replacement item or a refund on incomplete, broken, damaged or defective items, the Customer must report the matter within sixty (60) days from the date of delivery and the incomplete or defective items must be made available for inspection by the Returns Processing Department.
7. Refused orders are defined as orders that are refused upon delivery, marked return to sender, are undeliverable, or that have an insufficient address. A refused order is assigned a €22 refusal fee that is deducted from the refund. Refusal fees are applied to orders to offset return shipping costs and return processing charges. Refused orders could take up to ninety (90) days to reach the Returns Processing Department.



8. In the event that taxes are paid at the border and cannot be recovered, taxes will not be reimbursed.
9. If only a portion of a stock package (several products grouped under one item name/number) is returned, the full value of the item(s) kept will be deducted from the return and all Commission Volume (CV) for the item will be deducted.
10. Returns can take up to thirty (30) business days from being received at the Returns Processing Department to be refunded.
11. All returns must be accompanied with the original, or a copy of the original, packaging slip, if not, a refund cannot be guaranteed.
12. All apparel and merchandise should be returned in original packaging and in “new” condition. If opened, the items must be in new condition and accompanied by original packaging with all original tags still attached. “New” condition is defined as being without any alterations, defects or damages that would prevent the resale of the item.
13. If an item is returned that is not eligible for refund, you will be notified by Customer Support.
14. All items sold at the Vida Divina® events must be returned at the time and place of the event.
15. All business materials (“Biz Tools”) must still be in resalable condition, complete, unopened and in the original packaging in order to process a return and/or refund.
16. No returns will be accepted or refunds processed for personalized or customized items.
17. There will be a 15% restocking fee applied for all returned apparel and merchandise.
18. To exchange products, Customers/Affiliates can call Customer Support or send an email to refunds@vidadivina.com within thirty (30) days of delivery to specify which product they would like to return and which products they would like to purchase in exchange. Exchange orders should be placed prior to Customers returning their original items for refund.
20. This procedure does not limit any legal warranty claims of Customers.
21. For additional information specific to Affiliates please see the Vida Divina® Policies & Procedures and the Vida Divina® Terms & Conditions.
22. For additional information specific to Retail Customers please see the Vida Divina® Customer Terms & Conditions.



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23. If you are a Customer who purchased Vida Divina® products directly from an Affiliate, then that Affiliate is responsible for honoring a refund. Vida Divina® is not responsible for refunds on products that are not purchased direct from the company or company website.

All Returns must be sent to:

Vida Divina LLC
7940 Cherry Ave #201
Fontana, CA 92336
USA